Comparisons of Job Characteristics

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)
Associated Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)

Compare Knowledge
Compare Skills
Compare Abilities
Compare Detailed Work Activities
Compare Tools and Technologies

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge — Similarity of Focus Occupation to Associated Occupation: 88

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)
Associated Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Customer and Personal Service	11.3	17.9	19.6	0	Current knowledge level may be sufficient
English Language	11.2	15.5	13.2	<	Expanded education and/or training may be required
Clerical	7.3	10.6	17.3	>>	Current knowledge level is likely more than sufficient
Law and Government	5.9	10.4	5.1	<<	Extensive education and/or training may be required
Building and Construction	4.0	7.0	1.6	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	4.3	5.8	>>	Current knowledge level is likely more than sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills — Similarity of Focus Occupation to Associated Occupation: 95

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)
Associated Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Critical Thinking	10.8	13.5	9.3	<<	Extensive development of skills in this area may be required
Writing	9.2	12.2	8.8	<<	Extensive development of skills in this area may be required
Negotiation	6.8	11.8	5.6	<<	Extensive development of skills in this area may be required

Management of Financial Resources	3.3	6.0	3.1	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities	Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)
Associated Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Oral Comprehension	12.5	14.4	12.0	<	Some improvement in abilities may be required
Written Comprehension	11.0	14.0	12.6	<	Some improvement in abilities may be required
Deductive Reasoning	10.6	12.6	9.3	<<	Extensive improvement in abilities may be required
Inductive Reasoning	10.2	12.5	8.5	<<	Extensive improvement in abilities may be required
Mathematical Reasoning	6.3	9.0	7.4	<	Some improvement in abilities may be required
Number Facility	6.3	8.9	7.9	<	Some improvement in abilities may be required
Speed of Closure	5.9	7.6	5.3	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common	Similarity of Focus Occupation to Associated Occupation: 92

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)
Associated Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)

Work Activities	Exclusivity of Activity
Calculate insurance premiums or awards	95
Examine documents for completeness, accuracy, or conformance to standards	64
Fill out business or government forms	42
Follow contract, property, or insurance laws	70
Interview customers	71
Maintain insurance records	95
Maintain records, reports, or files	5
Obtain information from individuals	24
Recommend claim action	95
Review data on insurance applications or policies	95
Review insurance policies to determine appropriate coverage	95

Search legal records	85
Transcribe spoken or written information	74
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 82

Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)
Associated Occupation: Claims Adjusters, Examiners, and Investigators (13-1031)

Tools and Technologies	Exclusivity
Business function specific software	1
Computers	1
Content management software	6
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Network applications software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.